

RECEIVED
CENTRAL FAX CENTER

JUN 17 2004

OFFICIAL

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al.	: Before the Examiner: : Quynh H. Nguyen : Group Art Unit: 2642
Serial No.: 10/015,383	
Filed: 12/12/2001	
Title: PROMOTING USE OF EXPERTS TO CALLERS WAITING IN A HOLD QUEUE	: Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758
Atty Docket: AUS920010830US1	

NOTICE OF APPEAL from the Examiner to the Board of Patent Appeals and
Interferences

Mail Stop AF
Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450
Via Facsimile

Dear Sir:

Under 37 CFR 1.191, Applicants hereby appeal to the Examiner to the Board of Patent Appeals and Interferences from the last decision of the Examiner. Specifically, the Examiner's last decision, dated May 7, 2004, finally rejects claims 1-10 and 38-46. Applicants appeal the rejection of claims 1-10 and 38-46.

Respectfully submitted,


6/17/2004

Amy J. Pattillo
Attorney for Applicants
Reg. No 46,983
(512) 402-9820

06/22/2004 SCARMICH 00000002 090447 10015383

01 FC:1401 330.00 DA

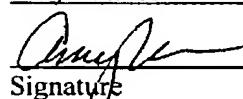
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al.	: Before the Examiner: : Quynh H. Nguyen : Group Art Unit: 2642
Serial No.: 10/015,383	
Filed: 12/12/2001	
Title: PROMOTING USE OF EXPERTS TO CALLERS WAITING IN A HOLD QUEUE	: Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758
Atty Docket: AUS920010830US1	

Certificate of Facsimile Transmission

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 on June 17, 2004.

Amy Pattillo


Signature

6/17/2004

Date

TRANSMITTAL OF NOTICE OF APPEAL UNDER 37 CFR 1.191

Mail Stop AF
Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450
Via Facsimile

Applicant hereby appeals from the Examiner to the Board of Patent Appeals and Interferences from the last decision of the Examiner.

Please charge the fee of \$330.00 for submission of this Notice of Appeal to IBM Corporation Deposit Account No. 09-0447.

The commissioner is hereby authorized to charge any additional fee which may be required or credit any overpayment to IBM Corporation Deposit Account No. 09-0447. A duplicate copy of this document is enclosed.

Respectfully submitted,


Amy J. Pattillo

6/17/2004

Amy J. Pattillo
Attorney for Applicants
Reg. No 46,983
(512) 402-9820

RECEIVED
CENTRAL FAX CENTER

JUN 17 2004

OFFICIAL

Amy J. Pattillo
 Patent Attorney
 P.O Box 161327
 AUSTIN, TEXAS 78716-1327
 FAX # 512-402-9820

DATE: 6/17/2004

Number of Pages to Follow (including cover sheet): 5

SEND TO: United States Patent OfficeExaminer: Quynh H NguyenGroup Art Unit: 2642Tel No: 703-305-5451Fax #: 703-872-9306FROM: Amy J. PattilloTel No: 512-402-9820

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ADDRESS ABOVE VIA THE U.S. POSTAL SERVICE. THANK YOU.

Docket No. AUS920010830US1 Serial No. 10/015,383 Atty: AJPApplicant: BROWN ET AL

<input checked="" type="checkbox"/> Transmittal Letter (2 copies)	<input checked="" type="checkbox"/> Certificate of Facsimile
<input type="checkbox"/> Amendment	<input checked="" type="checkbox"/> Notice of Appeal (2 copies)
<input type="checkbox"/> Amendment AF	<input type="checkbox"/> Appeal Brief (3 copies)
<input type="checkbox"/> Ext. of Time	<input type="checkbox"/> Reply Brief
<input type="checkbox"/> IDS Statement	<input type="checkbox"/> Change of Address
<input type="checkbox"/> Other _____	_____

Deposit Acct. No. 09-0447

Fees: Amendment _____ Notice of Appeal \$330.00 Appeal Brief _____ Other _____